

## Electronic Acknowledgement Receipt

<b>EFS ID:</b>	8088416
<b>Application Number:</b>	09944676
<b>International Application Number:</b>	
<b>Confirmation Number:</b>	8505
<b>Title of Invention:</b>	System and method for automated end-user support
<b>First Named Inventor/Applicant Name:</b>	Daniel Keele Burgin
<b>Customer Number:</b>	26874
<b>Filer:</b>	William S. Morriss/Sonya Pinner
<b>Filer Authorized By:</b>	William S. Morriss
<b>Attorney Docket Number:</b>	1160215-0538115
<b>Receipt Date:</b>	26-JUL-2010
<b>Filing Date:</b>	31-AUG-2001
<b>Time Stamp:</b>	15:20:29
<b>Application Type:</b>	Utility under 35 USC 111(a)

### Payment information:

Submitted with Payment	no
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### File Listing:

Document Number	Document Description	File Name	File Size(Bytes)/ Message Digest	Multi Part /.zip	Pages (if appl.)
1		09944676_IDS_7-26-10.pdf	101799 a5c392795749d0c5e0a72f87b69d3d34702a0ca6	yes	2

	Multipart Description/PDF files in .zip description		
	Document Description	Start	End
	Transmittal Letter	1	1
	Information Disclosure Statement (IDS) Filed (SB/08)	2	2

**Warnings:**

**Information:**

2	NPL Documents	11749983_7-22-10FinalOA.pdf	1278160	no	26
			c37861cf8f5d0d034ff23d49e905ecc9da8c3ccc		

**Warnings:**

**Information:**

Total Files Size (in bytes):	1379959
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**New Applications Under 35 U.S.C. 111**

**If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.**

**National Stage of an International Application under 35 U.S.C. 371**

**If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.**

**New International Application Filed with the USPTO as a Receiving Office**

**If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.**